Appendix B
IMAGEN FEATURE
QUICK REFERENCE LISTING

B .1   GENERAL

This section contains an alphabetical list of definitions of IMAGEN features used in this manual.

B .2   LIST OF FEATURES

APPLICATION GENERATOR
The IMAGEN Application Generator (AppGen) option is a Windows-based development tool for programming your IMAGEN system reactions to meet the specific needs of your organization. Specific AppGen terms are detailed in the IMAGEN Application Generator User manual, Cat No. 76-110-0560/H.

ACD SUPPORT
Automatic Call Distribution (ACD) is an optional feature for the DIGITAL KEY BX or DIGITAL 400 system, supported through IMAGEN. It allows you to distribute, in a number of programmable ways, incoming calls to available extensions and agents.

ANNOUNCER MESSAGES
You are able to record announcements to be played to any designated DN or paging zone at a predefined time. A message can be a monthly, weekly or daily message.

AUTOMATIC MESSAGE PURGE
IMAGEN can be programmed to delete messages which have been on the system beyond a programmable period of time, when the amount of available disk space falls beneath a preprogrammed amount.

AUTOMATIC TAPE BACKUP
If your system's computer is equipped with an appropriate backup tape drive, the contents of the IMAGEN hard disk (or predefined parts thereof) can be backed up automatically when the IMAGEN system performs disk maintenance procedures.

AUTOMATED ATTENDANT
The IMAGEN system serves as an automated attendant to answer calls from outside the DIGITAL KEY BX or DIGITAL 400 system. The automated attendant feature provides callers with recorded greetings, including information about the called company and its hours of business. It provides the necessary instructions for using the IMAGEN integrated voice messaging facility. It also provides menus, telephone directories and appropriate instructions for reaching the desired destination extension or party.

AUTOMATED ATTENDANT DIAL BY NAME
This feature allows an outside caller to reach the desired party without knowing the person's extension, by dialing between one and four letters of the person's first or last name.

AUTOMATED ATTENDANT EXTERNAL CALL FORWARDING
This feature allows mailbox subscribers to have incoming calls forwarded directly to an external location.

AUTOMATED ATTENDANT CALL ANSWER MODE
IMAGEN allows you to program a range of call answering modes containing unique greetings and menus suitable for different time periods and contexts.

AUTOMATED INTERVIEW
IMAGEN can serve as an automated interviewer of callers on predefined incoming outside lines. It asks callers a series of up to eight prerecorded questions and records their replies. A ninth message serves as a closing message for the interview.

CALLER-ID ROUTING
You can define certain incoming telephone numbers as Caller-ID numbers and allocate them specific DN destinations. When IMAGEN recognizes a Caller-ID

number as having been pre-programmed in the system, it routes the call directly to the corresponding DN. This frees the user from having to manually dial the required extension.

CALL RECORDING
If a subscriber's DIGITAL family of systems station is programmed with a **[CALL RECORD]** button, she can record an external or internal telephone call. Afterwards she can send copies of the recording to other mailboxes as well as make use of it for her own needs.

CALL SCREENING
If a subscriber's DIGITAL family of systems station is programmed with a **[CALL SCREEN]** button, she has the ability to screen both external and internal calls, see who or what number is ringing and answer only the desired calls.

CAMP ON
A caller to a busy extension can camp on to that extension, until the extension becomes free. The call is then completed between the extension and the initiating caller.

CAMP ON RECALL
If an extension on which a call is camped on remains busy for more than a predefined time, the caller is returned to the automated attendant. When this occurs, the caller hears the personal opening greeting of the called party.

DAY/NIGHT CONTROL COORDINATION
This feature ensures the synchronized running of IMAGEN with the DIGITAL KEY BX or DIGITAL 400 system. Day/night control programming assigns which system determines the IMAGEN working mode.

DAY/NIGHT WORKING MODES
This feature allows you to set up different patterns of response by the automated attendant to calls received during working and non-working hours. You can program whether the DIGITAL KSU or IMAGEN has priority in determining the working mode and under what circumstances.

DIAL AHEAD
Experienced users can dial ahead through the

different levels of IMAGEN, without listening to the recorded menu. IMAGEN continues with the message pertinent to the point reached in the system.

DIGITAL FAMILY OF SYSTEMS SYSTEM INTEGRATION

IMAGEN is totally integrated with the DIGITAL KEY BX and DIGITAL 400 systems. This provides a great number of user benefits.

DIRECT DIALING TO EXTENSION NUMBER

Once the automated attendant has answered a call, an outside caller can easily access an internal extension by dialing **[1]** and its extension number.

DIRECT GROUP MESSAGE

A subscriber can record a message to be sent directly to a pre-programmed group of mailboxes without having to record it in her own mailbox first and then transfer it to the group.

DIRECTORY ASSISTANCE

You are able to record a telephone directory of user names and extension numbers. Callers can access this directory and learn the required extension number to dial.

DISK MAINTENANCE

Weekly programmable hard disk maintenance, invoking a customer-supplied utility program, maximizes hard disk effectiveness and quick access time for recording and replaying voice mail messages. If IMAGEN does not find the commercial utility program on the IMAGEN-PC, but the IMAGEN-PC is using DOS Version 6.x, IMAGEN invokes the DOS SCANDISK and DEFRAG command to accomplish the same goal.

DISK SPACE REPORTING

You are able to obtain information as to the amount of available recording time left on the IMAGEN hard disk at any time. You are thus able to better maintain and, if necessary, purge the system as required.

ELECTRONIC BUSINESS CARD

Electronic Business Card feature is used primarily for the establishment of System Dial By Name directories, but you can set up all kinds of other

directories as well. Examples are "a help directory" or a "product listing directory" for the use of telephone inquiries.

FLASH SIGNALING BEHIND PABX/ CENTREX
IMAGEN will initiate the flash signaling required for processing calls from within the system to an outside party on an external line behind Centrex or a PABX.

FUTURE DELIVERY
You can record a message and have IMAGEN send it to a specific mailbox at a later date and time.

HEADER OPTIONS
IMAGEN can prefix, if so programmed, all calls recorded in a mailbox with the date and time of their arrival. It can also prefix, if so programmed, messages left by other mailbox owners with the name of the sender.

HELP FOR NEW USERS
Each new user, assigned a mailbox for the first time, receives a voice message recording serving as online help. This recording details the actions she should perform as she begins to use her mailbox. It is also played to existing subscribers who have not yet recorded a personal greeting.

INTERNAL GREETING
The mailbox owner can record a different greeting for calls arriving from internal users. This greeting replaces the main mailbox greeting that outside callers hear.

ISMDR SUPPORT
Integrated Station Message Detail Recording (ISMDR) is an optional feature for the DIGITAL KEY BX or DIGITAL 400 system, supported through IMAGEN. It enables you to enables you to carry out comprehensive call accounting reporting.

KSU CLOCK CONTROL
This feature ensures the synchronized running of IMAGEN together with the DIGITAL KEY BX or DIGITAL 400 system. IMAGEN automatically sends a daily message to the DIGITAL system KSU requesting a time update. Since the KSU internal clock is more accurate than the one in the IMAGEN-PC, this ensures synchronization between the two systems.

MAILBOX SUBSCRIBER SERVICES

Every DIGITAL KEY BX or DIGITAL 400 user can be allocated a mailbox which holds messages received from callers, both internal and external. IMAGEN users who have mailboxes are referred to as subscribers. The IMAGEN system supports up to a maximum of 1000 mailboxes.

The IMAGEN system provides recorded instructions allowing the subscriber to: send, receive, copy or erase voice messages, record a personal opening greeting, activate the message header (time tag) and message reminder facilities, direct message reminder calls from IMAGEN to home or other remote follow-me destinations, screen incoming calls, index old messages for future retrieval, record any internal, incoming or outgoing calls, fast forward calls to a second telephone, record messages to be sent directly to a group of other mailboxes, and program reminder messages at regular intervals.

MESSAGE ANNOTATION

When you copy or transfer a message you received to another subscriber, you can attach your own personal annotation message or messages. (Example: "Anna. You may be interested in the following message I received yesterday".....)

MESSAGE AUTO RECORD

When an internal user dials an extension and gets either a busy or a no-answer tone, the user is able to press the IMAGEN **{VOICE MSG}** softkey to record a message into the dialed extension's mailbox.

MESSAGE CERTIFICATION

You can have IMAGEN inform you the moment a message you sent was heard, indicating the date and time you sent the message (Example: " Your message to John sent on January 21, 8:15 AM was heard").

MESSAGE FORWARDING OPTIONS

IMAGEN can forward messages to subscriber-programmable extensions. It verifies the follow-me number entered by repeating back to the subscriber the dialed digits. The Fast follow me feature means that the message is forwarded, under most circumstances, within one minute. Messages can be forwarded to pagers as well as extensions.

MESSAGE HANDLING OPTIONS - CALLER
After leaving a recorded message for a busy or no-answer extension, or in a user's mailbox, the caller has the following message options available: playback, save, erase, add to, rerecord, repeat, and exit.

MESSAGE HANDLING OPTIONS - SUBSCRIBER
Each subscriber has the following options available to her when reviewing messages deposited in her mailbox: repeat the message, play the next message, play the next message and erase the previous one, reply, copy and send the message in four ways, repeat with header information, rewind, pause, and fast forward.

MESSAGE RECOVERY
You can regenerate messages deleted accidentally if you do so within a predefined period of time, shortly after the accidental deletion.

MESSAGE REPLAY ORDER
You are able to program IMAGEN to replay either old or new messages first to each mailbox subscriber, according to the pattern you feel to be most advantageous to your organization.

MESSAGE WAITING INDICATION
The LED indicator in the **[MSG]** button of all types of DIGITAL family of telephones stations is steady on when a message is left for that station. On DIGITAL family of telephones stations with display, the display indicates that a voice message has been left in the user's mailbox, and the number of messages in the mailbox. On SLTs the subscriber hears an abbreviated dial tone when she picks up the handset, and the message lamp, if there is one, flashes.

MULTILINGUAL CAPABILITY
IMAGEN can be programmed to operate in up to ten different languages, according to customer needs. This is especially useful for organizations which must handle frequent international calls.

MULTIPLE IMAGEN-KSU COMMUNICATION PORTS
When equipped with two IMAGEN and OCD cards, IMAGEN has the ability to communicate with the DIGITAL KEY BX or DIGITAL 400 system via more

than one RS232 communication port simultaneously. This feature, as an example, allows System Dial By Name data to be sent separately from other IMAGEN messages, distributing system load and providing faster response time.

NEW/OLD MESSAGE PLAYBACK
The IMAGEN subscriber can specify whether to listen to new messages or old messages, as needed.

NON-INTERRUPTING SYSTEM EXIT
With IMAGEN, the technician can perform a "soft" non-interrupting exit, whereby IMAGEN ports currently in use are not disconnected immediately. This allows users to complete their sessions without interruption before the system operation terminates.

OPERATOR ASSISTANCE/HELP
At any stage in call handling a caller can dial **[0]** to obtain assistance. If a caller is in either the MAIN Menu, the BUSY EXTENSION Menu, the NO ANSWER AT EXTENSION Menu, the EXTENSION ASSISTANCE Menu, or the MESSAGE Submenu, dialing **[0]** brings the personal assistance of a human operator. If a caller is at any other stage of operation, dialing **[0]** will assist her by returning her to the previous menu.

PASSWORD USE OPTIONS
Passwords are normally initially assigned by the System Administrator. But afterwards each subscriber can change her password at any time. You can also eliminate the requirement for passwords if you so choose.

PERSONAL OPENING GREETINGS
Each subscriber can record separate individualized personal opening greetings; one to be played to callers who ring her station when her telephone is busy and the other when she is not in her office.

PLUG CHECK UTILITY
You are able to check whether the IMAGEN-PC has the protection plug required to run an optional feature attached to the computer parallel port, without having to move the computer or strain to see which of the possible protection plug is present.

PRIVATE DISTRIBUTION LIST
Each mailbox owner can have a private list of up to eight mailbox/group addressees.

PRIVATE MESSAGES
You can define a message you define as private, preventing it from being automatically copied from the destination mailbox to other mailboxes.

RECORDED ANNOUNCEMENTS
The Recorded Announcement (RAN) feature has two purposes: for night announcements, when no one is present, after which the calling port is disconnected, and for announcer plans within ACD, to give the caller "something to listen to" and to be reassured that she or she has not been lost while waiting for the call to be answered. You can record up to nine groups of nine announcements, which you can organize into announcement programs. For ACD groups, you can make up to 50 recorded announcements.

Recorded announcements are recorded and held in a common pool with announcements used for announcer messages.

REPLY TO EXTERNAL MESSAGE
If a system subscriber sends you a message from outside the system, upon hearing the message, you can immediately activate **reply** and then specify the sender's mailbox number.

SERVICE TO NON-DTMF CALLERS
You can program features which accommodate non-DTMF callers, depending on the relative prevalence or absence of non-DTMF incoming calls in your area. You can program IMAGEN for either automatic transfer of the call to an attendant, for automatic disconnection of the call, or for allowing the caller to decide if she wants to speak to an operator.

SERVICES TO OUTSIDE CALLERS
An incoming caller using a DTMF telephone is prompted, by recorded instructions, as to the IMAGEN services available and how to obtain them. These prompts are supplied with the IMAGEN system.

The caller is offered the following options: to dial an extension directly, to camp on the call at a busy

extension and wait for it to become free, to leave a voice message in the subscriber's mailbox, to use the Automated Attendant Dial By Name feature, to use Single Digit Dialing to reach selected extensions, and to get operator or directory assistance.

SINGLE DIGIT ROUTING
You are able to assign single digit routing status to four (by default) extensions, departments, or hunt groups. This allows a caller served by the automated attendant to press only one button and directly reach the desired department or party.

SOFTKEY USE ON EXECUTIVE STATIONS
Due to the total integration of IMAGEN with the DIGITAL KEY BX and DIGITAL 400 systems, softkeys and adjacent prompts on the Executive station with expanded display provide station users with screen instructions for easy operation of many IMAGEN features.

SPECIAL TEMPORARY GREETINGS
Each subscriber can record a special temporary greeting, which supersedes the regular no-answer and busy greetings until erased. This feature is especially useful, for example, for periods of personal vacations or other extended absences.

SYSTEM ADMINISTRATOR FUNCTION
One or more system subscribers are designated as the System Administrator(s). As system administrator, you are responsible for allocating and maintaining subscriber mailboxes and for programming IMAGEN operating parameters and features. You use both a DIGITAL family of systems station or DTMF telephone and the IMAGEN-PC to carry out system programming.

SYSTEM DIAL BY NAME
System Dial By Name (SDBN) provides dial by name capability to all extensions, and a more sophisticated dial by name and directory information facility to users of the Executive station with Expanded Display. A caller can dial the desired party or leave a message in a system mailbox without knowing or needing to look up the person's extension number, simply by dialing their name or a prefix of their name. SDBN can be tailored to the specific needs of each

organization and can be easily programmed and updated.

SYSTEM OPENING GREETINGS

You can record separate greetings, to be played to callers dialing into IMAGEN during office hours and after office hours respectively. When the tenant feature is operative, each tenant can have its own set of distinctive greetings.

TENANT SUPPORT

IMAGEN, like the DIGITAL KEY BX and DIGITAL 400 systems, supports up to four tenants. Each tenant is given a different set of opening greetings, day and night hours, control source, single digit routing, and many other system features.

UNHEARD MESSAGE AUTOCOPY

When the system detects that a message hasn't been heard after a predefined maximum period of time, the message is automatically copied to a special mailbox of unheard messages for the attention of the person designated to handle such messages.

URGENT MESSAGE

A message sent to a subscriber can be labeled as **urgent**. When a subscriber hears the new messages received, urgent messages are played first.

VIRTUAL DISK FOR SYSTEM MESSAGES

The Virtual Disk for System Messages feature allows IMAGEN to take advantage of the ability provided by DOS to create a "virtual disk" residing in computer extended RAM memory. IMAGEN system messages are then loaded onto the virtual disk automatically created in extended memory. The load on the IMAGEN-PC is significantly reduced as access to RAM is both quicker and lessens the need for mechanical disk-access operations.

VISUAL MESSAGE REVIEW

Subscribers with an Executive station with expanded display are able to view incoming and outgoing messages on their telephone display, and can access individual messages without having to listen to prior messages.
The display listing includes the caller/recipient's name or mailbox number, and the date and time the message was left/sent.